



Army Benefits Center-Civilian



Organization Briefing

Ann Conyers & Marla Bower

March 8 - 11, 2004

ABC-C STAFF

ABC-C Staff consists of:

- 51 Counselors (6 counselors are working Leaders)
- 16 Support Staff
- 4 Automators
- 3 Branch Supervisors
- 1 Chief
- 1 Student Career Employment
- Total Service Population: 207,000
- ABC-C staff ratio 1:2760

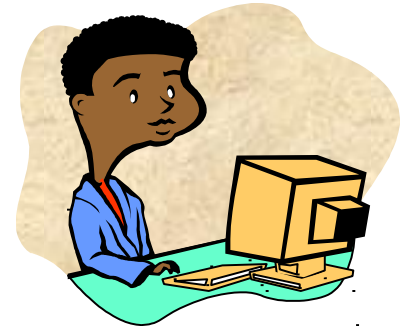


ABC-C AUTOMATED SYSTEMS

EBIS – Web Based

Advantages:

- **Customer-friendly**
- **Available almost 24 hours a day**
- **Secure site**
- **Ability to read at convenience**
- **Ability to print screens of information**
- **Can process benefits transaction without counselor assistance**
- **Ability to print pending benefit forms**



Disadvantages:

- **No connection to a counselor**
- **Requires use of the Point of Entry security information**
- **Not everybody has access to a computer**

ABC-C AUTOMATED SYSTEMS

IVRS - Telephone

Advantages:

- **Can connect with a counselor if needed**
- **Available to those without computer access**
- **Requires use of SSN and PIN only**
- **Can process benefit transactions without counselor assistance**
- **Can receive faxed back copies of documents (e.g. FEHB enrollment form, Info Sheets, etc.)**
- **Counselors are available 12 hours a day**
- **Available almost 24 hours**

Disadvantages:

- **Must listen to scripts**



IVRS TRANSACTIONS

IVRS
(TELEPHONE)
1-877-276-9287



Counselor-Assisted Calls (10/01/03 - 12/31/03)

October 2003

5,762 Total Calls

Total Calls

:42 Avg Answer Time

Answer Time

9:42 Avg Call Length 9:09

2:58 Avg Wrap-up Time

Wrap-up Time

November 2003

5,946 Total Calls

:50 Avg Answer Time

8:35 Avg Call Length 8:35

2:51 Avg Wrap-up Time

December 2003

10,250

1:20 Avg

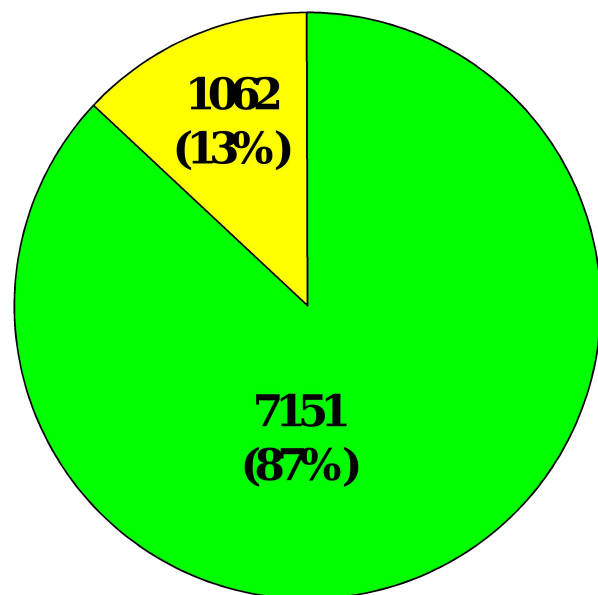
8:35 Avg Call Length

2.49 Avg

Peak Times are between 8:00 a.m. and 2:00 p.m.

To better service our customers during peak hours, ABC-C Benefit Counselors will be available from 6:00 a.m. to 6:00 p.m. CST.

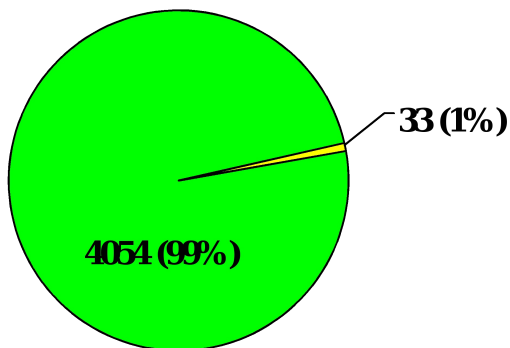
Total Retirements/Payroll Suspense (1 January - 31 December 2003)



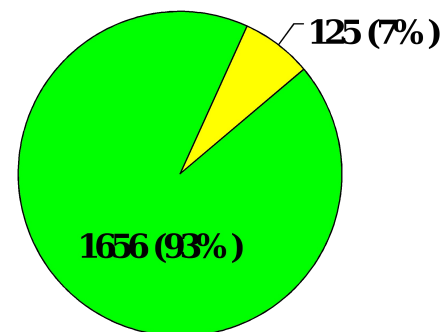
Total Received: 8213

■ Met

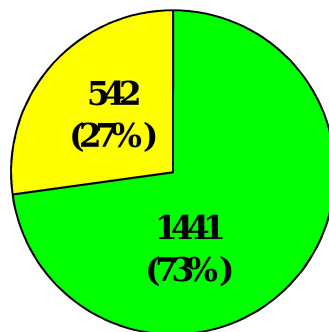
■ Did Not Meet



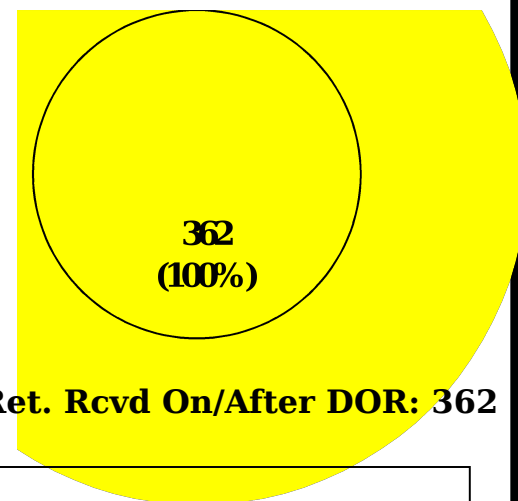
Ret. Rcvd More Than 60 Days: 4087



Ret. Rcvd 31-60 Days: 1781



Ret. Rcvd 1-30 Days: 1983

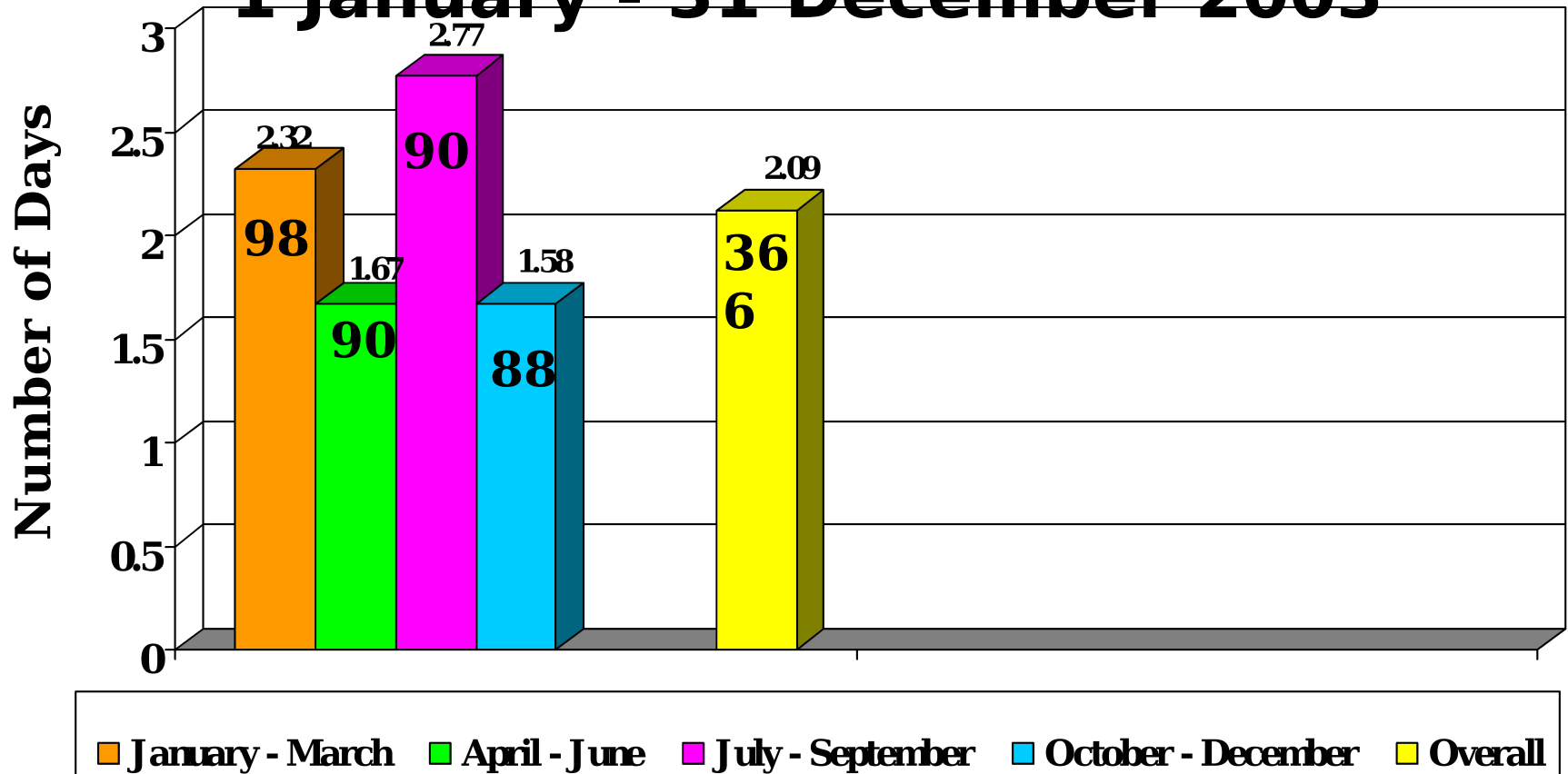


Ret. Rcvd On/After DOR: 362

Army Goal: Submit to DFAS NLT 5 working days prior to DOR.
 ABC-C calculates timeliness from date complete retirement package is received to date package submitted to DFAS.
 ABC-C tracks calendar days.

Death Claim Turnaround Time

1 January - 31 December 2003

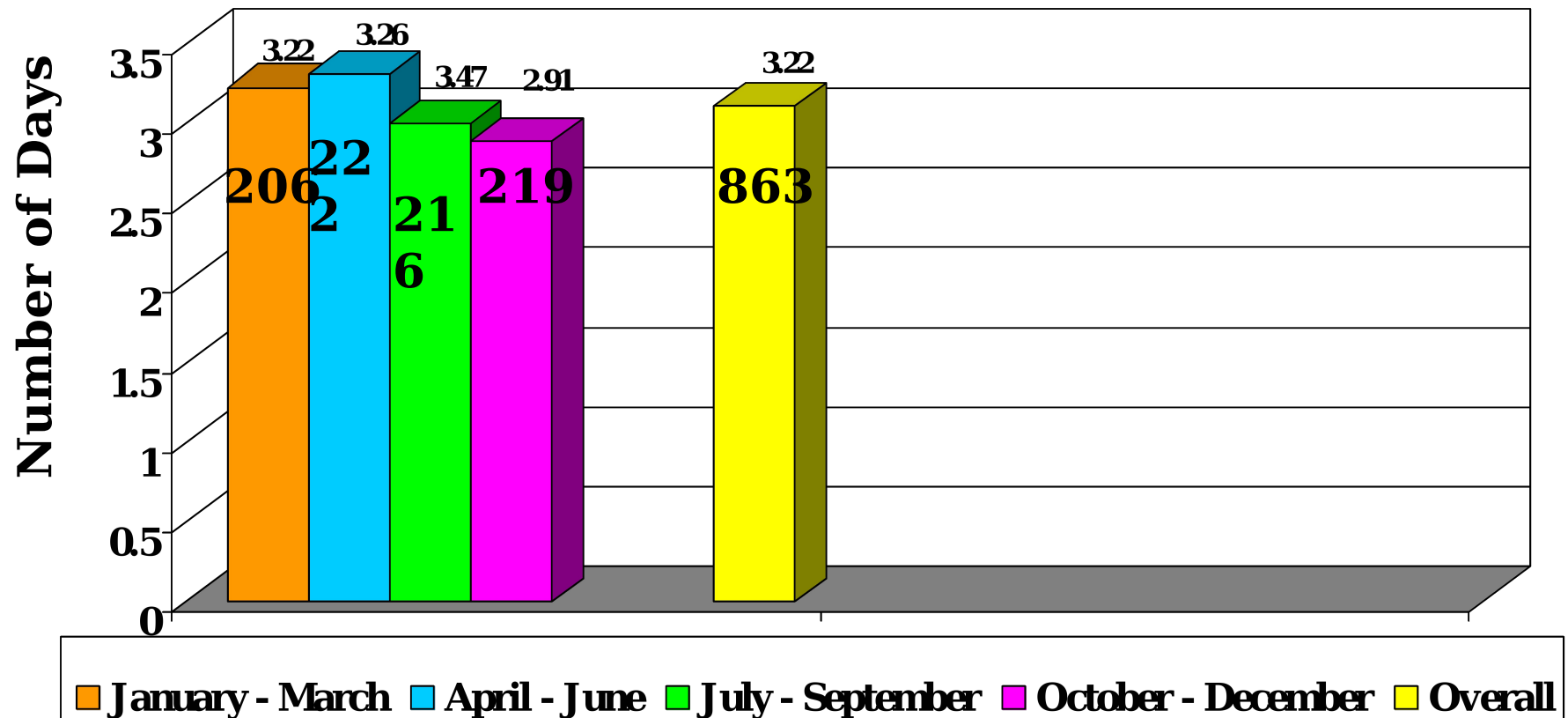


Army Goal: Death submitted to DFAS NLT 5 working days after date survivor signs and dates death benefits claims.

ABC-C tracks timeliness as date of OPF receipt to date Quick Pay is faxed to OPM for deaths processed under expedited procedures (or) date claim form is received from survivor to date claim form sent to DFAS for deaths processed under lump sum procedures. ABC-C tracks calendar days rather than working days.

Disability Claim Turnaround Time

1 January - 31 December 2003

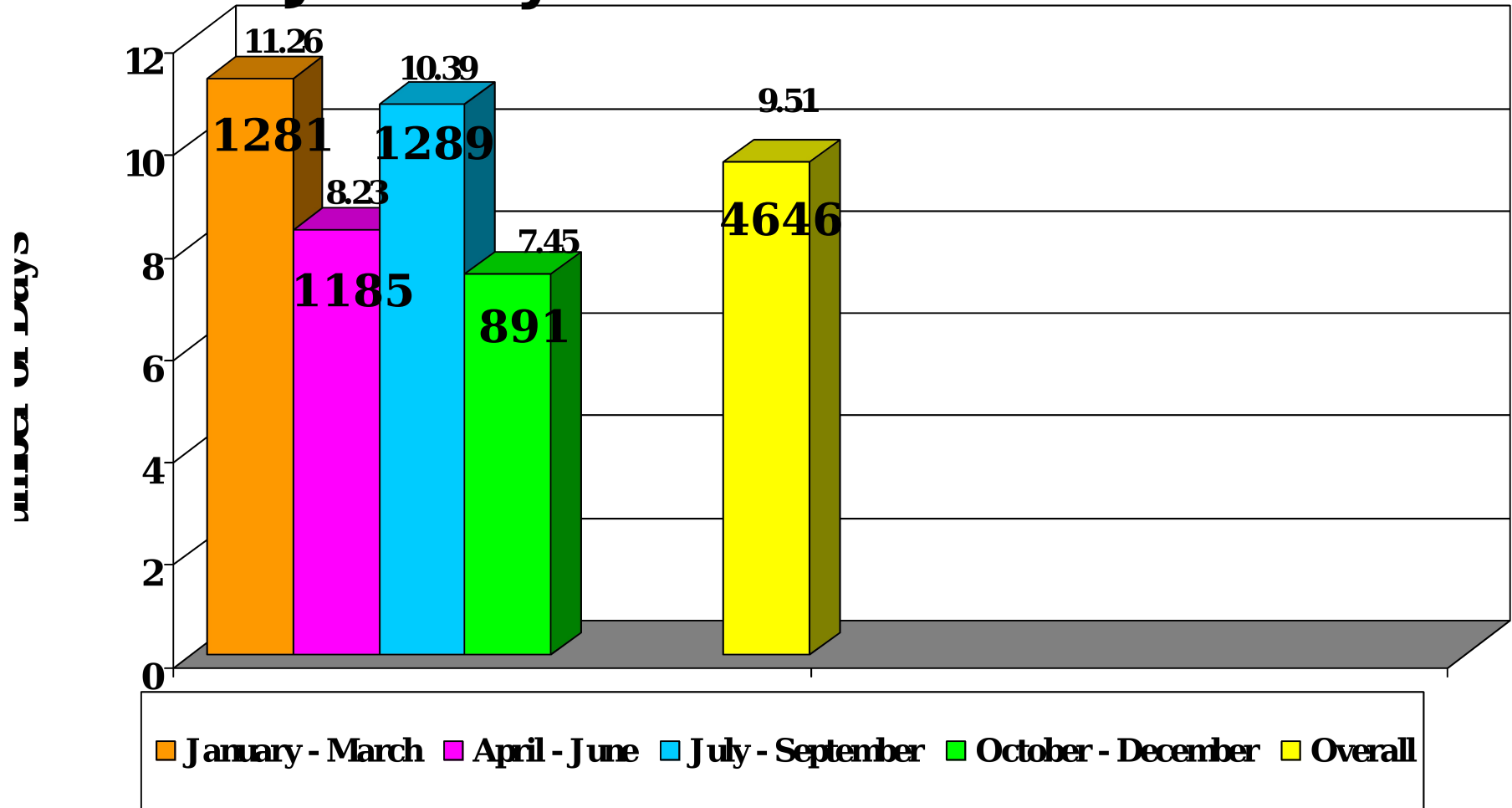


Army Goal: Submitted to DFAS NLT 5 working days following receipt of all documentation.

ABC-C tracks timeliness from date of receipt of OPF to date sent to payroll (or) date last item received in order to work the preliminary retirement package to date sent to payroll, whichever is later. ABC-C tracks calendar days rather than working days.

Retirement Estimate Turnaround Time

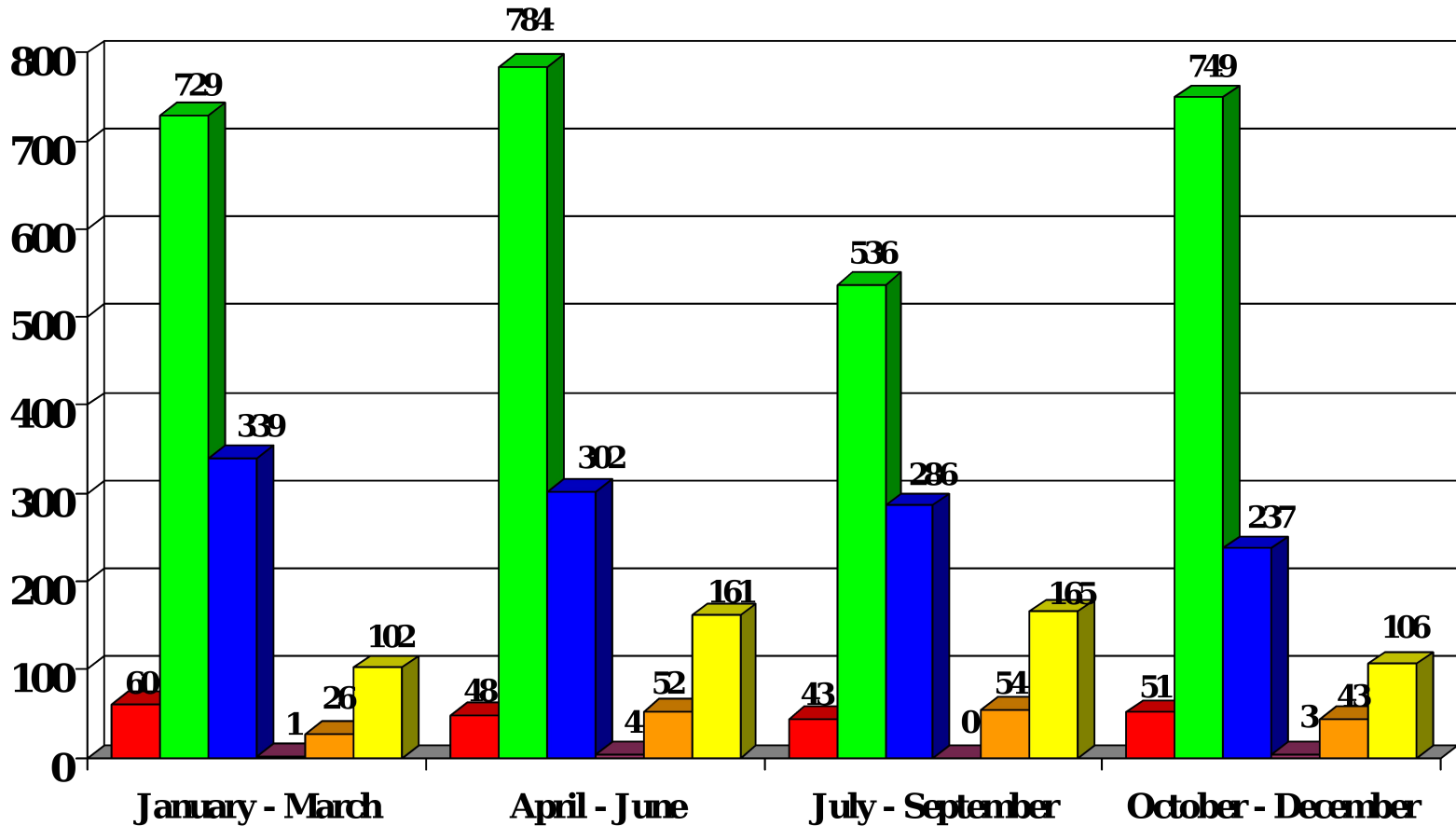
1 January - 31 December 2003



NOTE: These are requests for comprehensive retirement annuity printouts that aren't associated with an individual retirement package.

CHRA Goal: 14 days following receipt of estimate request

Completed Benefit Transaction Production Summary 1 January - 31 December 2003



■ Family Death Actions ■ Post-56 ■ Deposit/Redeposit ■ TSP Military ■ FEGLI ■ TCC

Continuing Challenges

- Last Minute VERA/VSIP approvals.
- Late submission of retirement packages.
 - Timeliness affected most by those submitted 15 days or less before DOR and on/after DOR.
 - Direct correlation between packages submitted less than 30 days of DOR and inability to meet timeliness goals.

Improvement Plan

- Revisit Marketing Campaign

ABC-C Newsletter and Special Editions

Staff Assistance Visits

Retirement and ABC-C Briefings

ANY QUESTIONS?



CSRS RETIREMENT OVERVIEW



ARMY

BENEFIT

S

CENTER —

CIVILIA

N

INTRODUCTION

ABC-C MISSION: Provides a full range of Benefits & Entitlements services to all appropriated fund Army employees world-wide through a centralized automated center.

ABC-C SERVICES: Provides advisory services and processes transactions for:

Federal Employees Health Benefits (FEHB)

Federal Employees Group Life Insurance (FEGLI)

Thrift Savings Plan (TSP)

Retirement (FERS & CSRS)

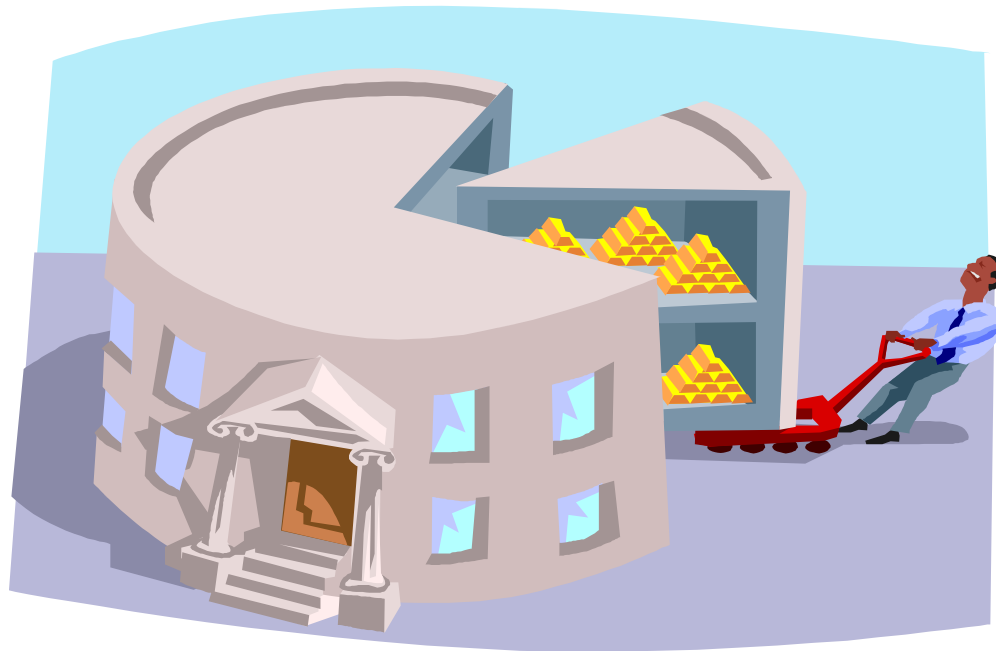
Survivorship (Death Claim Processing)

RETIREMENT DECISIONS



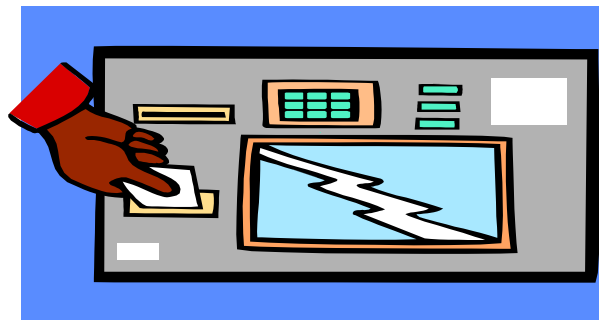
CIVILIAN DEPOSIT/ REDEPOSIT

CSRS



What is Deposit Service?

- Any period of creditable service during which retirement deductions are not taken
- Generally, non-career time such as temporary or indefinite service
- Also known as non-deduction service



DEPOSIT SERVICE

However, it can also be service that was not considered Federal employment at the time it was performed, but for which a subsequent change in law now allows credit for retirement annuity computation purposes.

Amount of Deposit:

***7% of earnings + Interest**

***Varies by the date service was performed**



DEPOSIT SERVICE

DEPOSIT SERVICE (CSRS)

Non-Deduction Service Prior to 10-01-82

```
graph TD; A[Non-Deduction Service Prior to 10-01-82] --> B[Deposit Made]; A --> C[Deposit Not Made]; B --> D["Credit for eligibility (RSCD) and Annuity computation"]; C --> E["Credit for Eligibility (RSCD) and Annuity computation  
Annuity reduced by 10% of Deposit Due"]
```

Deposit Made

Credit for eligibility (RSCD) and
Annuity computation

Deposit Not Made

Credit for Eligibility (RSCD) and
Annuity computation
Annuity reduced by 10% of
Deposit Due

DEPOSIT SERVICE

DEPOSIT SERVICE (CSRS)

Non-Deduction Service on or after 10-01-82

```
graph TD; A[Non-Deduction Service on or after 10-01-82] --> B[Deposit Made]; A --> C[Deposit Not Made]; B --> D["Credit for eligibility (RSCD) and Annuity computation"]; C --> E["Credit for Eligibility (RSCD), No credit for Annuity computation"];
```

Deposit Made

Credit for eligibility (RSCD) and
Annuity computation

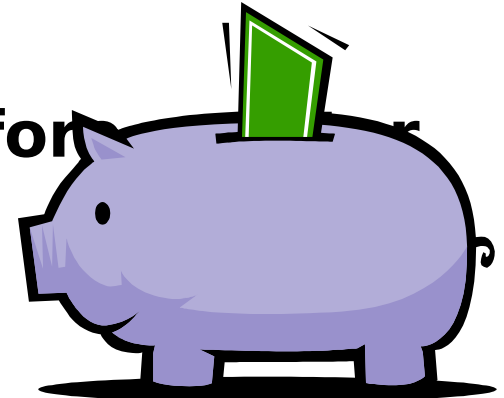
Deposit Not Made

Credit for Eligibility (RSCD),
No credit for Annuity computation

WHAT IS REDEPOSIT?

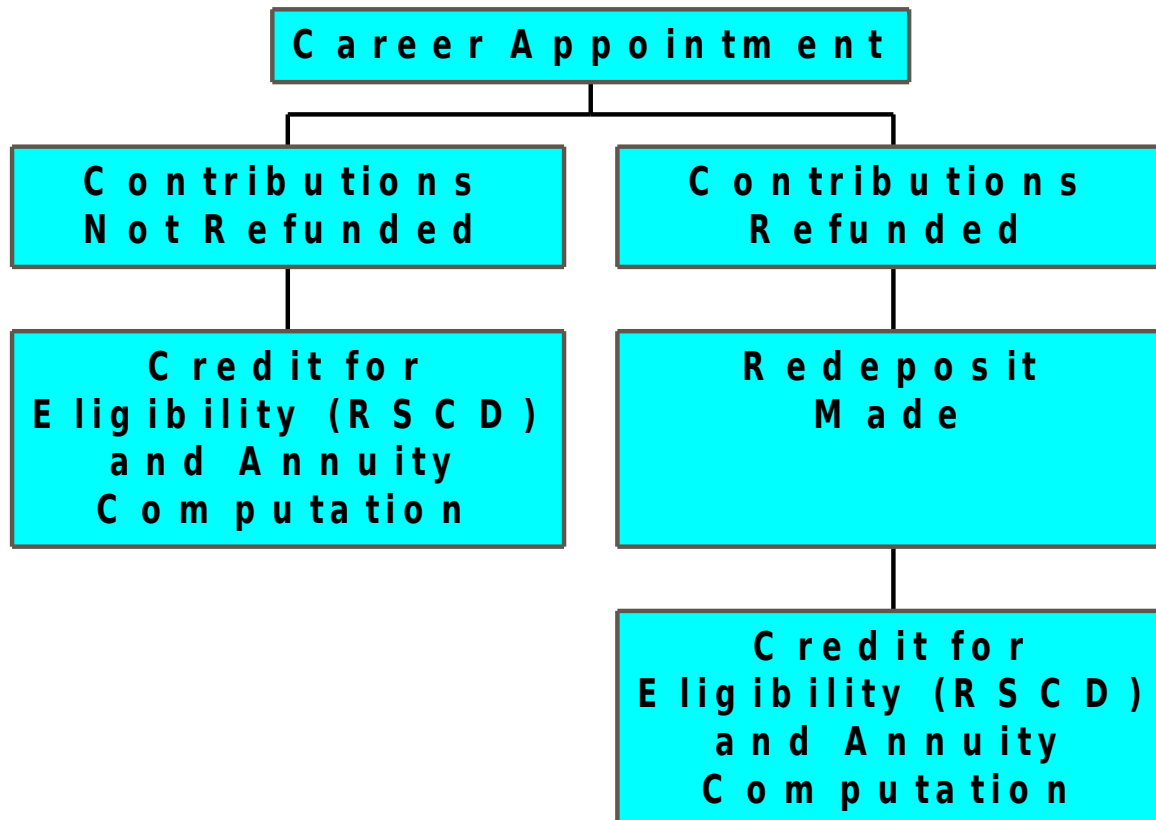
- **A sum of money paid into the Fund by an employee or survivor to cover a period of service during which deductions were withheld but later refunded under CSRS provisions**
- **Redeposit = Amount of refund plus interest**

Note: Redeposit may be made before retirement.



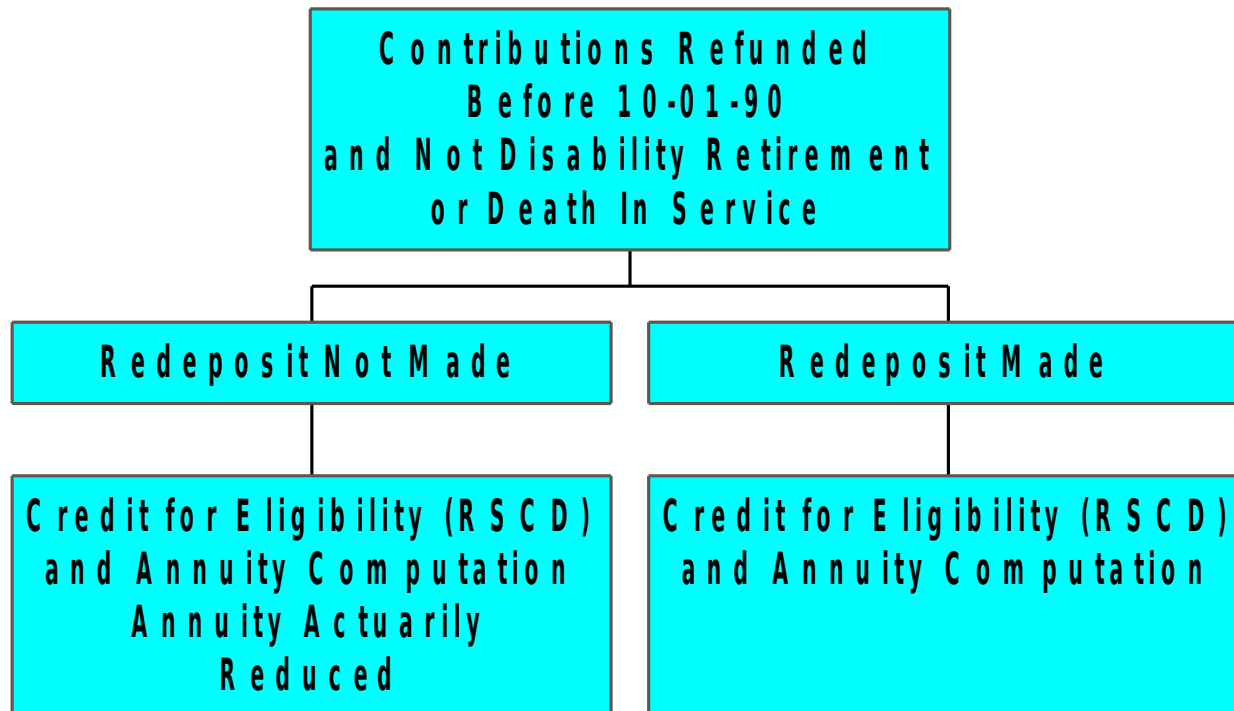
REDEPOSIT SERVICE

C S R S
R e d e p o s i t S e r v i c e



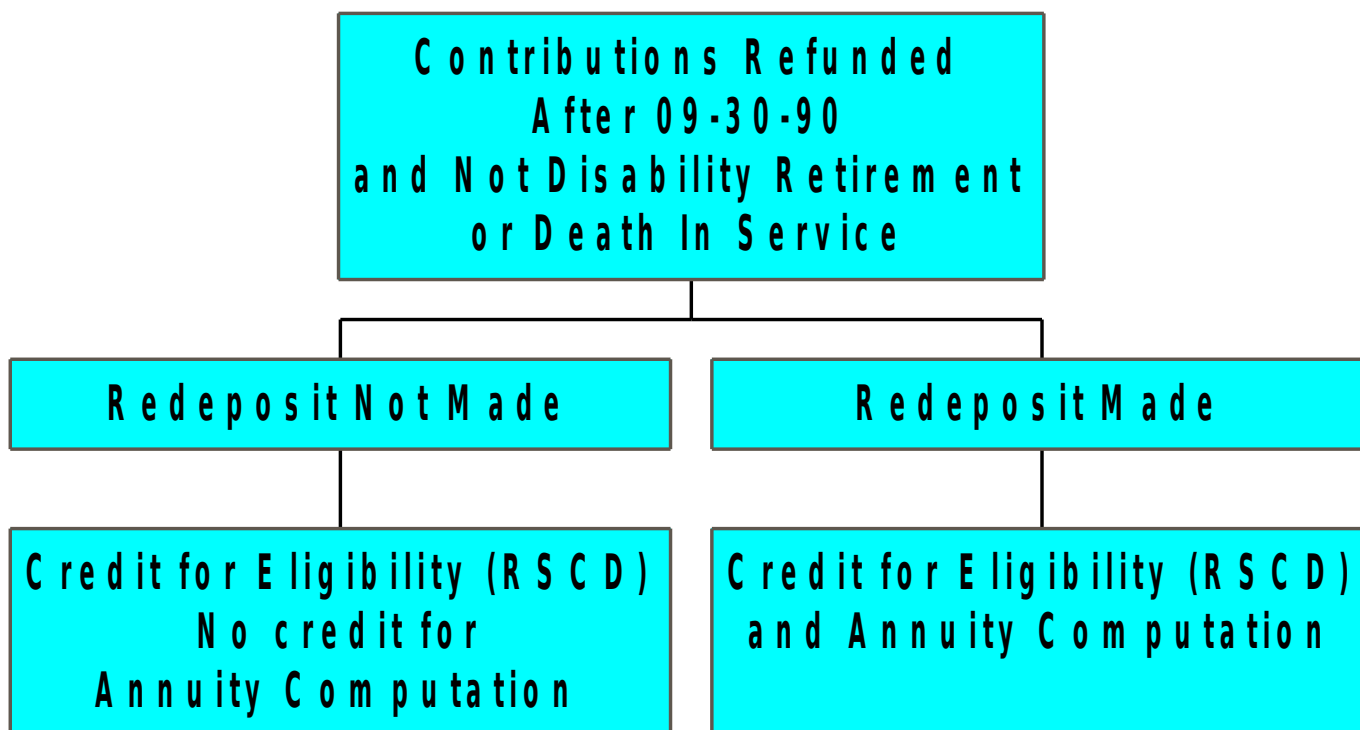
REDEPOSIT SERVICE

C S R S
R e d e p o s i t S e r v i c e



REDEPOSIT SERVICE

CSRS
Redeposit Service



MILITARY DEPOSIT

CSRS



PRE 01-01-57 MILITARY SERVICE

No deposit required for creditable
military service performed prior to
01-01-57



It's Free!!

CIVILIAN SERVICE CREDIT FOR POST-56 MILITARY SERVICE

**IN RECEIPT OF
MILITARY RETIRED PAY**

```
graph TD; A[IN RECEIPT OF MILITARY RETIRED PAY] --> B[Based on Non - Combat Disability or Service]; A --> C[Based on Combat Disability or Chap 67, Title 10 (Reserves)]; B --> D[No Credit unless Military Retired Pay is waived]; C --> E[Hired Before or After 10-01-82? See Next Slide];
```

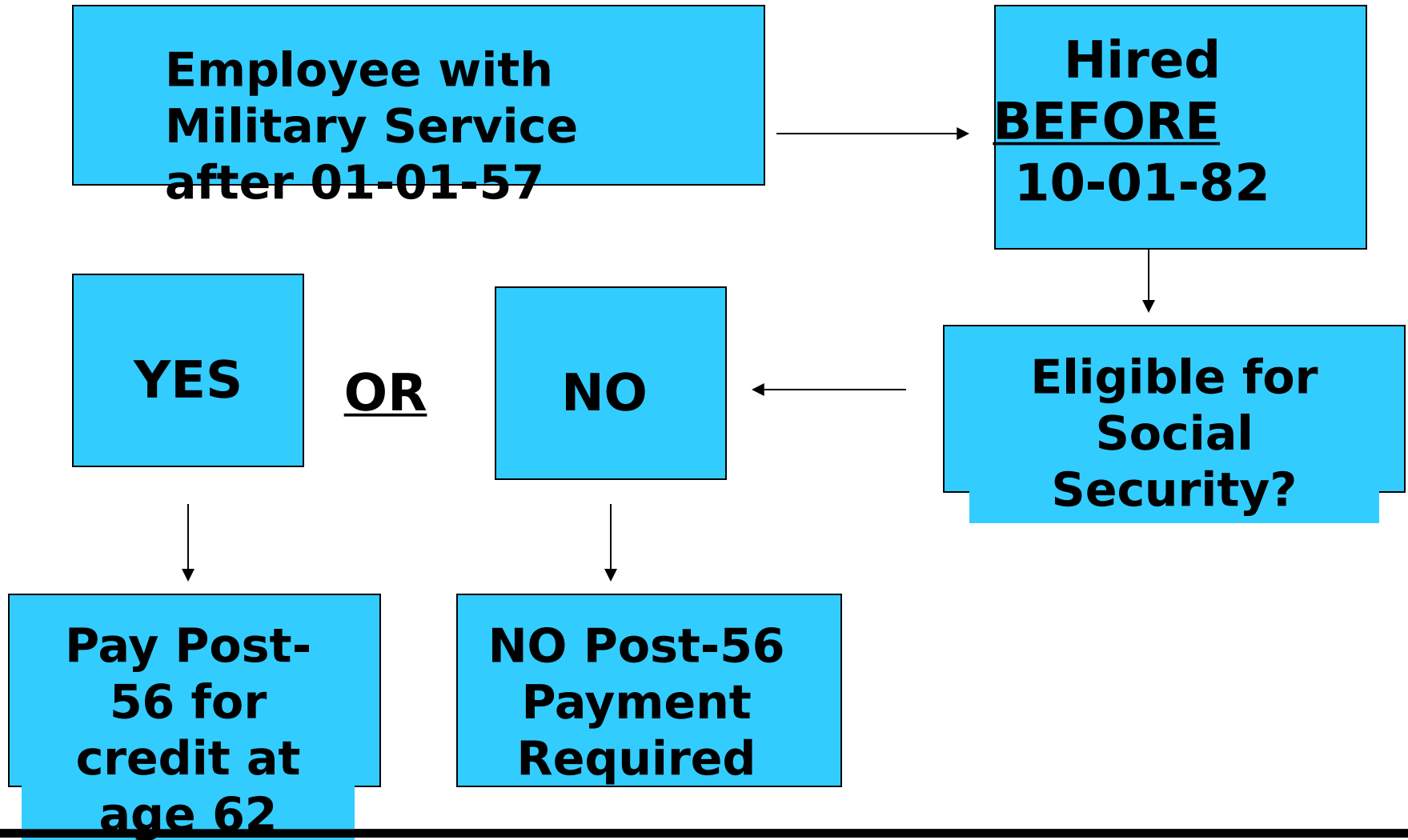
**Based on Non -
Combat Disability
or Service**

**No Credit unless
Military Retired
Pay is waived**

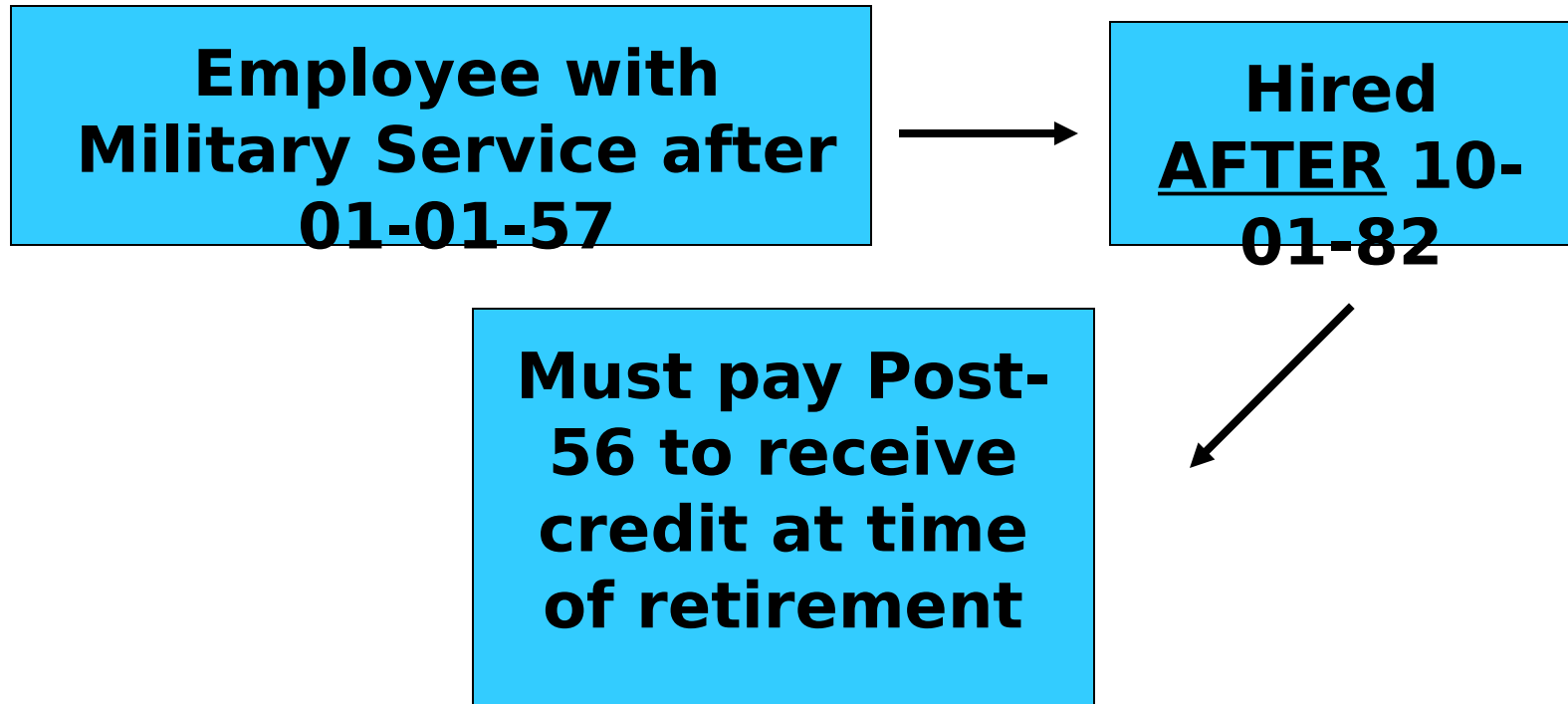
**Based on Combat
Disability or Chap
67, Title 10
(Reserves)**

**Hired Before or
After 10-01-82?
See Next Slide**

CIVILIAN SERVICE CREDIT FOR POST-56 MILITARY SERVICE



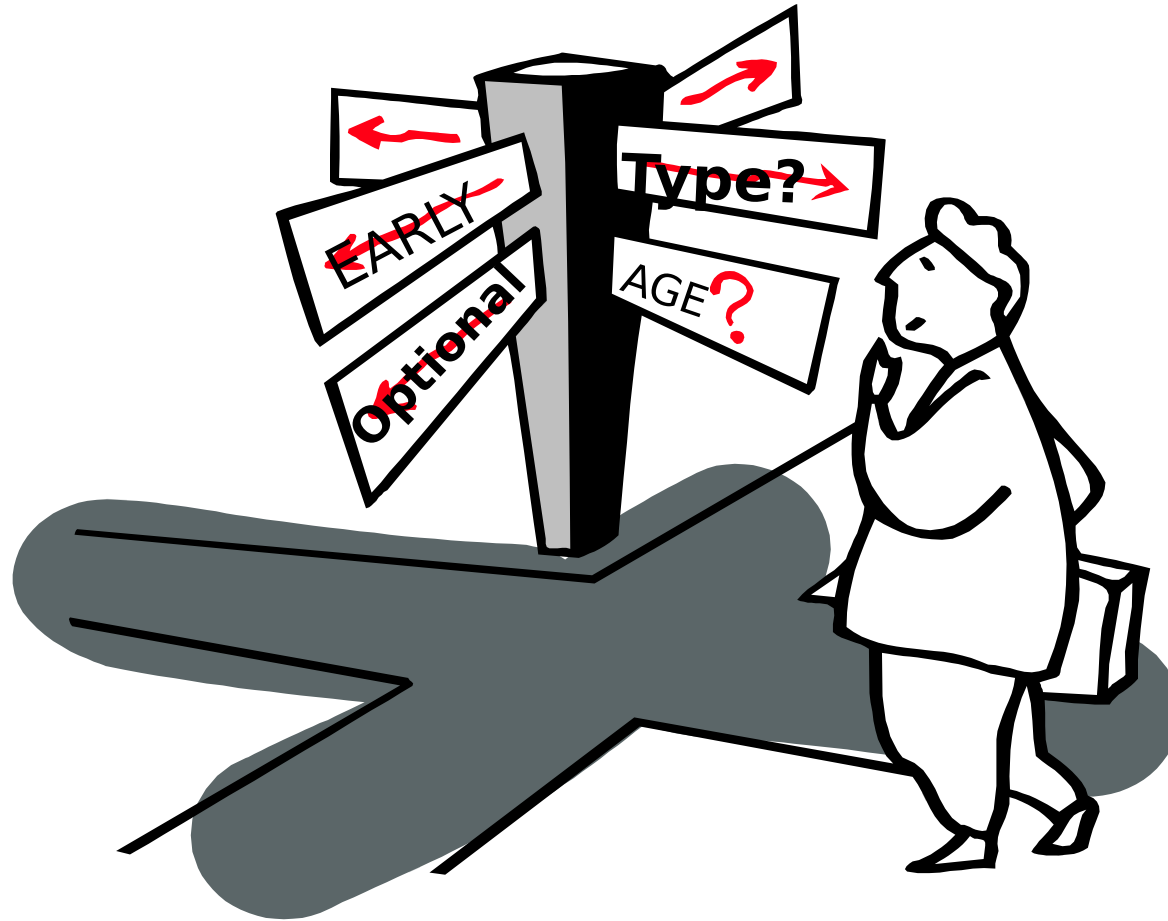
CIVILIAN SERVICE CREDIT FOR POST-56 MILITARY SERVICE



Amount of Deposit:

***7% of base pay earned + Interest.**
***Varies by the date service was performed**

RETIREMENT REQUIREMENTS



GENERAL ELIGIBILITY REQUIREMENTS

Have at least 5 years of civilian service with the Federal Government

Have been employed under CSRS for at least 1 year out of the last 2 years preceding your final separation from Federal employment

Must separate from a position subject to CSRS coverage

CSRS

OPTIONAL RETIREMENT

Eligibility requirements for Voluntary Retirement:

Age 55 with 30 years of service

Age 60 with 20 years of service

Age 62 with 5 years of service

Must have at least 5 years creditable civilian service

Military service or sick leave may not be used to reach the 5 year rule

VOLUNTARY EARLY RETIREMENT AUTHORITY (VERA)

EMPLOYEE ELIGIBILITY REQUIREMENTS:

Age 50 with 20 years of creditable service

Any age with 25 years of creditable service

EFFECT ON EMPLOYEE BENEFITS:

2% reduced annuity for each year under 55

**Annuity starts day after retirement if
retirement is effective within first three days
of month**

**Annuity starts first day of following month if
retirement is effective after third day of
month**

CSRS DEFERRED RETIREMENT

A deferred annuity is payable at age 62 to an individual who separates from service and is not entitled to an immediate annuity

At least five years of civilian service

Must meet the one-out-of-two requirement at the date of separation from service

Has not taken a refund of retirement deductions for the last period of service

CIVIL SERVICE RETIREMENT SYSTEM

AGE

TOTAL SERVICE

Date of Retirement Date of Retirement

- Date of Birth

- Retirement SCD

Age at Retirement
Service

Length of

UNUSED SICK LEAVE - CSRS

- 1. Must retire on an immediate annuity**
- 2. Added to length of service for computation purposes only**
- 3. Additional time computed on the basis of a 2087 hour work year**
- 4. May increase survivor annuity**



Chart 2. -- Sick Leave Chart 2087 Hours

Chart for Converting Hours of Unused Sick Leave to Months and Days (See section 50A2.1-3G).

DAYS	1 Day	1 Month	2 Months	3 Months	4 Months	5 Months	6 Months	7 Months	8 Months	9 Months	10 Months	11 Months
0	0	174	348	522	696	870	1044	1217	1391	1565	1739	1913
1	6	180	354	528	701	875	1049	1223	1397	1571	1745	1919
2	12	186	359	533	707	881	1055	1229	1403	1577	1751	1925
3	17	191	365	539	713	887	1061	1235	1409	1583	1757	1930
4	23	197	371	545	719	893	1067	1241	1415	1588	1762	1936
5	29	203	377	551	725	899	1072	1246	1420	1594	1768	1942
6	35	209	383	557	730	904	1078	1252	1426	1600	1774	1948
7	41	214	388	562	736	910	1084	1258	1432	1606	1780	1954
8	46	220	394	568	742	916	1090	1264	1438	1612	1786	1959
9	52	226	400	574	748	922	1096	1270	1444	1617	1791	1965
10	58	232	406	580	754	928	1101	1275	1449	1623	1797	1971
11	64	238	412	586	759	933	1107	1281	1455	1629	1803	1977
12	70	243	417	591	765	939	1113	1287	1461	1635	1809	1983
13	75	249	423	597	771	945	1119	1293	1467	1641	1815	1988
14	81	255	429	603	777	951	1125	1299	1472	1646	1820	1994
15	87	261	435	609	783	957	1130	1304	1478	1652	1826	2000
16	93	267	441	615	788	962	1136	1310	1484	1658	1832	2006
17	99	272	446	620	794	968	1142	1316	1490	1664	1838	2012
18	104	278	452	626	800	974	1148	1322	1496	1670	1844	2017
19	110	284	458	632	806	980	1154	1328	1501	1675	1849	2023
20	116	290	464	638	812	986	1159	1333	1507	1681	1855	2029
21	122	296	470	643	817	991	1165	1339	1513	1687	1861	2035
22	128	301	475	649	823	997	1171	1345	1519	1693	1867	2041
23	133	307	481	655	829	1003	1177	1351	1525	1699	1873	2046
24	139	313	487	661	835	1009	1183	1357	1530	1704	1878	2052
25	146	319	493	667	841	1015	1188	1362	1536	1710	1884	2058
26	151	325	499	672	846	1020	1194	1368	1542	1716	1890	2064
27	157	330	504	678	852	1026	1200	1374	1548	1722	1896	2070
28	162	336	510	684	858	1032	1206	1380	1554	1728	1901	2075
29	168	342	516	690	864	1038	1212	1386	1559	1733	1907	2081

Example: Computing Total Service with Unused Sick Leave

<u>AGE</u>	<u>TOTAL SERVICE</u>
2003-03-31	2003-03-31
- (DOB) 12-05	- (DOB) 03-12 (Ret-
(DOB) 63-03-26	SCD) 25-00-
	19
<u>Unused Sick Leave</u>	
1136 hours	+ 00-06-16
=	25-06-
63 years	= 25y 07m
	05d

CIVIL SERVICE RETIREMENT SYSTEM

✓ GENERAL FORMULA FOR COMPUTING ANNUITY FOR

VOLUNTARY RETIREMENT:

➤ **1.5% X High-3 avg salary X first 5 years of
service**

plus

➤ **1.75% X High-3 avg salary X next 5 years of
service**

plus

▮ **2.0% X High-3 avg salary X all years and
months of
service over 10 years**

(includes unused sick leave)

CSRS

REDUCTIONS

- Age Reduction (VERA/DSR)**
- Deposit/Redeposit Service**
- Election of Survivor Benefits**
- Post-56 Military Service**
 - Applies to CSRS Employee hired before 10-01-82 known as “Catch 62” if eligible for Social Security**

DEDUCTIONS

- Health Benefits**
- Life Insurance**
- Federal Income Taxes**

CSRS AGE REDUCTION

The annuity of an employee who retires before age 55 in cases of early or discontinued service retirement is reduced by $\frac{1}{6}$ of 1% for each full month (2% per year) the employee is under age 55

CSRS SURVIVOR BENEFITS

Types of Survivor Elections:

☒

Self only annuity (No survivor benefit)

☒

Current Spouse Survivor Annuity

☐

**> Full (55% of your annuity)
> Less (55% of a \$ amount)**

☒

Former Spouse Survivor Annuity
**> Full (55% of your annuity)
> Less (55% of a \$ amount)**

☒

Combination of Current/Former Spouse Survivor Annuity

☒

Insurable Interest Survivor

SURVIVOR BENEFIT COST

/ REDUCTION

■ **Cost = 2.5% of base annuity up to \$3,600**
plus 10% of base annuity over \$3,600

Example: \$22,500 base annuity (Max elected)
 $\$3,600 \times 2.5\% = \$90$
 $\$18,900 \times 10\% = + \$1,890$
Reduction/Cost = \$1,900 yearly

~~*Survivor will receive 55% of base annuity = \$12,375~~

Example: \$22,500 base annuity (\$3,600 elected)
 $\$3,600 \times 2.5\% = \$90.00$
Reduction/Cost = \$90.00 yearly

***Survivor will receive 55% of \$3,600 annuity = \$1,980 yearly**

DISABILITY RETIREMENT CSRS

- Definition of disability - unable to render useful & efficient service because of disease or injury
- Must be in a position covered by CSRS
- Minimum of 5 years creditable civilian service
- Disability annuity **IS** subject to federal tax

DISABILITY RETIREMENT CSRS

- Submit all forms for regular retirement **PLUS:**
 - SF 3112A - Applicant's Statement of Disability
 - SF 3112B - Supervisor's Statement
 - SF 3112C - Physician's Statement
 - SF 3112D - Agency Certification of Reassignment and Accommodation Efforts

DEATH-IN-SERVICE CSRS

- If you die while still an active employee, your survivor **MAY** be entitled to death benefits
- In the event of your death, your survivor needs to contact the local Civilian Personnel Advisory Center (CPAC)
- CPAC will contact ABC-C
- An ABC-C counselor will contact the survivor within 24 hours

NON-APPROPRIATED FUND (NAF)

RETIREMENT PROCESSING

- **NAF Retirement System - Contact NAF**
- **CSRS Retirement Plan - Contact the ABC**



**PERSONNEL PROFESSIONALS IN
PARTNERSHIP**

FEHB & RETIREMENT

Self Only



Self & family

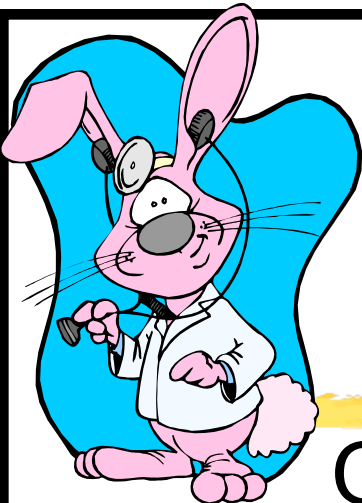
Additional Information:
www.opm.gov/insure/health
lth OPM Tel: 1-888-
767 6738

FEHB & RETIREMENT



Continuation into Retirement

- Retires on an immediate annuity
- Insured on date of retirement
- Covered for the 5 years of service prior to retirement OR since your FIRST opportunity to enroll
- Coverage as a family member under FEHB or CHAMPUS/TRICARE counts towards 5 year requirement, however, employee must be enrolled in FEHB prior to retirement.



FEHB & RETIREMENT

Continuation into Retirement

Requirements for automatic waiver during Agency Buyout Period

- Enrolled continuously since October 05, 1999 **or**
- the beginning date of an agency's latest statutory buyout authority, whichever is later. Employee(s) must:
 - Retire during the agency's statutory buyout period; **and**
 - Receive a buyout under the agency's statutory buyout period; **or**
 - Take Early Optional Retirement as a result of above; **or**
- Take a Discontinued Service Retirement (DSR) based on an involuntary separation due to RIF, directed reassignment, reclassification to a lower grade, or abolishment of position

FEGLI & RETIREMENT



Additional Information:
www.opm.gov/insure/life
e OPM Tel: 1-888-767-6738

FEGLI & RETIREMENT

Continuation into Retirement

- Retires on an immediate annuity
- Insured on date of retirement
- Insured for the 5 years of service prior to retirement OR since your FIRST opportunity to enroll
- Election Form: SF281 Insurance Coverage.



FEGLI & RETIREMENT

BASIC LIFE OPTIONS:

Basic Insurance Amount (BIA) is based on your final annual salary rounded up, plus \$2,000. Ex: \$36,400 = \$37,000 + \$2,000 = Amt of Basic Ins * \$39,000

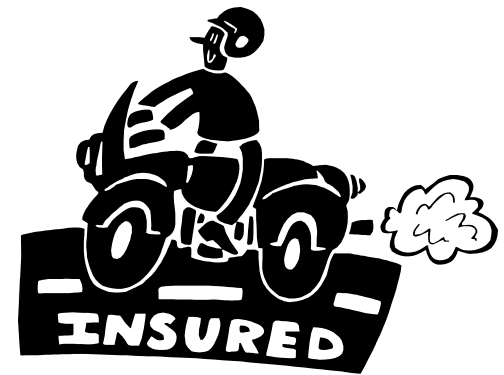
Options	Before age 65	After age 65
1. 75% reduction	$BIA \times .3250$ (per \$1,000) ex: \$12.68 per mth	NO COST <i>Coverage reduces 2% per mth for 37.5 mths until it reaches a final value of \$9,750</i>
2. 50% reduction (per \$1,000) \$23.40 per mth	$BIA \times .9250$ (per \$1,000) ex: \$36.08 per mth	$BIA \times .6000$ <i>Coverage reduces 1% per mth for 50 mths until it reaches a final value of \$19,500</i>
3. NO reduction (per \$1,000)	$BIA \times 2.1550$ (per \$1,000) ex: \$84.05 per mth	$BIA \times 1.8300$ ex: \$71.37 per mth

FEGLI & RETIREMENT

OPTION A - STANDARD COVERGE:

□ OPTION A - Standard = \$10,000

<u>Age Group</u>	<u>Monthly Cost</u>
Under 35	\$0.65
35 thru 39	\$0.87
40 thru 44	\$1.30
45 thru 49	\$1.95
50 thru 54	\$3.03
55 thru 59	\$5.85
60 thru 64	\$13.00
65 & above	NO COST



*At Age 65 coverage reduces by 2% per mth for 37.5 mths until it reaches \$2,500

FEGLI & RETIREMENT

OPTION B - ADDITIONAL COVERAGE

(1 - 5 MULTIPLES OF PAY):

OPTION B - Ex: Annual Salary \$36,400. 1x Multiple elected =
*\$37,000

Age Group	Mthly Cost @ \$1000	*Mthly Cost
Under 35	\$0.065	\$2.41
35 thru 39	\$0.087	\$3.22
40 thru 44	\$0.130	\$4.81
45 thru 49	\$0.195	\$7.22
50 thru 54	\$0.303	\$11.21
55 thru 59	\$0.607	\$22.46
60 thru 64	\$1.300	\$48.10
65 thru 69	\$1.538	\$56.91
70 thru 74	\$2.232	\$82.58
75 thru 79	\$3.098	\$114.63
80 & above	\$3.965	\$146.71

FULL Reduction: At age 65, no cost & coverage reduces by 2% per month for 50 months at which time coverage ends

NO Reduction: Coverage and premium continues

FEGLI & RETIREMENT

OPTION C - FAMILY COVERAGE

(1 - 5 MULTIPLES OF PAY):

OPTION C - Spouse = \$5,000 (1x Multiple) / Each Child = \$2,500 (1x Multiple)

<u>Age Group</u>	<u>Mthly Cost per Multiple</u>	<u>Mthly Cost (1x)</u>
Under 35	\$0.59	\$0.59
35 thru 39	\$0.74	\$0.74
40 thru 44	\$1.00	\$1.00
45 thru 49	\$1.30	\$1.30
50 thru 54	\$1.95	\$1.95
55 thru 59	\$3.14	\$3.14
60 thru 64	\$5.63	\$5.63
65 thru 69	\$6.50	\$6.50
70 thru 74	\$7.37	\$7.37
75 thru 79	\$9.75	\$9.75
80 & above	\$13.00	\$13.00

FULL Reduction: At age 65, no cost & coverage reduces by 2% per month for 50 months at which time coverage will end

NO Reduction: Coverage and premium will continue

TSP & RETIREMENT



**TSP Service Office
National Finance Center
P.O. Box 61500
New Orleans, LA
70161-5000**

**Telephone: (504) 255-
6000 Automated:
(504) 255-8777 Monday
through Friday,
7:00 a.m. - 4:30 p.m. CST**

www.tsp.gov

TSP & RETIREMENT

OPTIONS:



- Automatic cashout
- Leaving money in the TSP
- Partial Withdrawal of at least \$1,000 (one time in career)
- Full Withdrawal
 - Single payment
 - Monthly payments
 - Life annuity
- Mixed

HOW TO APPLY:

**TSP-70 FORM -
Withdrawal Request**

TSP Catch-Up Contributions

- Open to TSP participants age 50 or older.
- Not eligible for agency automatic 1% matching contribution
- First opportunity to elect for 2004 was 30 Nov 03
- Limited to \$3,000 for year 2004
 - Must make election

Elections made via:

EBIS at <https://www.abc.army.mil>

IVRS at 1-877-276-9287

LONG TERM CARE INSURANCE (LTC)



**Offered
by:
John
Hancock
MetLife**

**Want to talk with a Certified
Long Term Care Insurance
Consultant?**

**Tel: 1-800-LTC-FEDS (1-800-582-
3337)**

TTY: 1-800-843-3557

Mon - Fri 8 a.m. - 8 p.m. EST

Sat 9 a.m. - 5 p.m. EST

Closed Sun and Federal holidays.

• <http://www.ltcfeds.com>

Flexible Spending Accounts (FSA)

**To receive more information
regarding FSAs, please contact a
SHPS counselor.**

Email: FSAFEDS@shps.net

**Telephone: 1-877-FSAFEDS (372-
3337)**

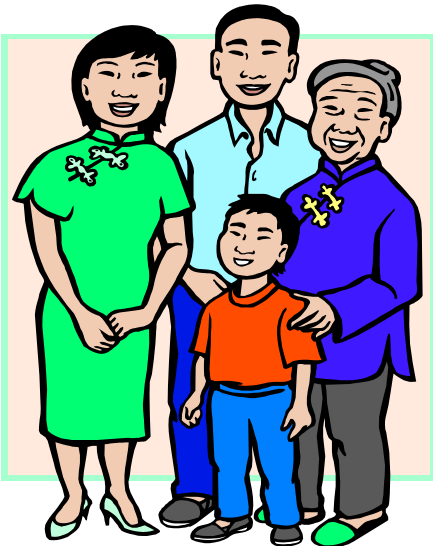
TTY: 1-800-952-0450

- Mon-Fri 9AM-9PM Eastern Time**
- Closed Weekends and Holidays**
- <http://www.fsafeds.com>**

DESIGNATION OF BENEFICIARY

■ Order of Precedence:

- Court Order
- Designation of Beneficiary
- Widow or Widower
- Children (and/or descendants of deceased children)
- Parents
- Executor or administrator of estate
- Next of kin





ABC RETIREMENT PROCEDURES & PROCESS

- 180 days prior to retirement:
 - contact the ABC-C for retirement estimate & information
- 90-180 days prior to retirement:
 - download forms from ABC-C website, or contact ABC-C for forms
 - call ABC-C with questions on retirement estimate
 - call ABC-C for help with the retirement forms
- 90 days prior to retirement:
 - mail retirement forms to ABC-C





ABC RETIREMENT PROCEDURES & PROCESS

- ▣ ABC-C receives your retirement package:
 - ▣ sends letter acknowledging receipt
 - ▣ does quick review of retirement package
 - ▣ sends letter requesting missing forms
 - ▣ requests OPF

- ▣ 30-60 days prior to retirement:
 - ▣ retirement package assigned to counselor





ABC RETIREMENT PROCEDURES & PROCESS

- ▢ ABC-C retirement counselor:
 - ▮ reviews OPF for service history
 - ▮ thoroughly reviews retirement package for missing, incomplete, incorrect forms
 - ▮ contacts you about missing forms
 - ▮ contacts you for final retirement counseling
- ▢ 2 - 4 weeks prior to retirement:
 - ▮ retirement package processing is completed
 - ▮ retirement package is mailed to payroll





ABC RETIREMENT PROCEDURES & PROCESS

- 2-4 weeks after retirement:
 - final paycheck is received
 - lump sum annual leave is paid
 - lump sum VSIP is paid
 - bi-weekly VSIP payments begin
- 8-10 weeks after retirement:
 - receive 1st INTERIM payment
 - receive letter from OPM with CSA number



**Office of Personnel
Management Retirement
Operations Center P.O. Box
45
Boyers, PA 16017**

**www.opm.gov
email: retire@opm.gov**

Tel: 1-888-767-

**Social Security
Administration
www.ssa.gov
www.medicare.gov
Tel: 1-800-
772-1213**

IRS Publication 721

www.irs.gov

FOR ADDITIONAL RETIREMENT INFORMATION



CONTACT THE ABC-C

- Toll Free 1-877-276-9287**
- Hearing Impaired TDD 1-877-276-9833**
- Counselors available from 6 a.m. - 6 p.m. (CST)**
- Web site: <https://www.abc.army.mil>**

ANY QUESTIONS?

